

**A SYSTEM FOR TRACKING DEFECTS IN RELEASED SOFTWARE
PRODUCTS ANCILLARY TO CUSTOMER SERVICE INQUIRIES
TELEPHONED TO CUSTOMER SERVICE CENTERS**

Abstract

5 Defects in released computer software products may
be tracked on a real-time basis by agents at service call
centers simultaneously with the agents handling of the
telephone inquiry to the call center. A computer
controlled display is associated with the service center,
10 a function on the display, ancillary to a customer
telephone inquiry to the service center, prompts the
service agent at the service center to interactively
select a software defect category to which the inquiry
may relate and there is an implementation responsive to a
15 selection of a software defect category to interactively
prompt the service agent during the telephone inquiry to
interactively respond to a set of statistical questions
related to the defect category. The system should also
include a database associated with the service center for
20 storing data representative of the responses of the
service agent. At the end of the service call, the agent
should have the option of entering or not entering his
responses into the database.